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ABSTRACT

This report summarizes views of government documents librarians interviewed during visits to 17 large research libraries throughout the United States in 1977. Information was gathered to alert the prospective planner of new or remodeled libraries to the special characteristics and problems of government documents collections and some alternative ways of handling them. The report focuses on the location, spatial arrangements, and facilities of the separate documents division within a research library, particularly as its needs may differ from other library operations. Some of the specific topics covered include space for processing, reception and reference areas, user amenities, staff work space, records to be maintained, storage and stack areas, and the need for separate microform facilities. The most crucial needs for a separate documents collection identified during the study were an easy to find location; a concentration of staff resources; compact reference and user facilities; microform facilities and storage within the documents area; large stack areas near public and work areas; and facilities and amenities equal to those in other public areas of the library. (Author/JPF)

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PLANNING SPACE FOR THE GOVERNMENT DOCUMENTS COLLECTIONS IN RESEARCH LIBRARIES

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

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PREFACE

The present study was based on a series of visits to seventeen libraries in various parts of the United States during the spring and early summer of 1977. It includes the observations made, and the comments of the documents librarians interviewed.

Libraries were selected as representative on the basis of size, fairly recent construction or remodeling, and in more than one instance, future plans. Final plans were partially influenced by geographic considerations to keep itineries reasonably compressed. It was not humanly possible to visit all areas in the time allotted.

Visits were arranged in advance, in most instances by letters sent to the directors of the institutions apprising them of the proposed visit. The next contact was with the person responsible for the documents operation, to agree on a date for the visit and to indicate some of the topics for discussion.

Visits usually lasted one day, with the mornings devoted to tours of the library and the more general question of the document division's role in the library, the afternoons to more specific questions on internal operations of the division.

The cooperation and hospitality of the libraries was outstanding. I cannot be sufficiently grateful for their help and encouragement. My thanks to all, and especially to the Council on Library Resources for its support of this project.

GOVERNMENT DOCUMENTS IN THE LIBRARY

Several decades ago a separate government document division was a rarity. Most libraries integrated public documents into their book, periodical and pamphlet collections. Today, the paperwork explosion, rising cataloging costs, new bibliographic aids produced by commercial publishers, and the increasing use of new formats such as microforms, have induced library administrators to consider the economy, speed and efficiency of the separate division.

Library planning literature contains scant information about the separate document division. This lack may result from the fact that methods of organization and extent of responsibilities vary from library to library.

The separate division is in effect a library within a library, responsible for reference services, maintenance of collections, and unlike branch libraries, may also undertake all or most of its acquisition, processing, interlibrary loan and instructional programs. If the library is a Federal, state or international depository, it will have commitments for retention of documents and services to library users beyond the primary mission of the library.

It is obvious that the separate collection occupies the same amount of shelf space as the distributed one, but it does require the space to be in one block. Planning may be left to chance, depending on space available, often with infelicitous results.

The object of the present study is to inquire into present realities and the aspirations of document librarians.

Some of the problems to be considered are as follows: Where is the best location for the documents collections in relation to other library services, e.g. general reference? What types of documents are to be included, or excluded? How much space is needed, and what is the expected annual growth rate? Should the stacks be open or closed? What type of shelving is best for collections with an unusual number of limp, unbound publications, and where located? Are other types of storage equipment preferable for certain classes of materials such as Congressional bills? What work space is necessary for receipt and processing of new materials? What records are to be kept? How much public reading area is desirable, and how should it be furnished? What special facilities should be offered, for example microform reading facilities within the documents area? What functions should be left to other divisions of the library?

The method used has been to look for answers in every possible source, but particularly through visits to existing library collections and by interviews with knowledgeable librarians. The results cannot be expected to solve every building problem. The report will not replace any existing study of library planning. It is intended only to alert the prospective planner to the special characteristics and problems of government documents collections and some alternate ways of handling them.

Neither is there an intent to identify specific institutions but rather to present a consensus of documents librarians' views in libraries visited.

In beginning this study, it may be useful to go back a little in the history of the separate government documents division. The concept of the division as a separate entity within the library is fairly new, its mission unclear and its responsibilities varying from library to library.

It is presently evolving from the remainder collection, and represents an attempt to pull together all the fragments of a system which lacked acceptable provisions for the ephemeral, the temporary, the difficult to maintain format, the frequently revised, and all the other odds and ends too expensive or difficult to catalog.

A second step was to provide some assistance to users in finding the documents needed. At this stage, all existing rudimentary indexes, catalogs and bibliographic aids were gathered to help with the search when traditional methods failed.

The final step has been to extend the responsibilities of the separate facility to cover all activities related to official publications from the time of selection, receipt, and processing, to the provision of reference assistance to the document user.

The present status is one of intense, rapid development. While a few librarians cling to the old dream of standardizing treatment of all library materials, the more practically minded have recognized the fact that the separate collection is an

easier, quicker and less expensive means of handling the enormous annual output of governmental organizations. A further inducement to separation has been the development of sophisticated new aids to using documents, some of which are keyed to government classification systems.

The first problem of a planner is to decide what constitutes the separate documents division. No two libraries interpret this the same way. It may range from a central receiving point, or clearinghouse, to a group of collections, with a staff responsible for all services.

The most familiar of separate, or predominently separate collections is the U.S. depository library, which is usually organized by a ready-made classification system provided by the government. Nevertheless, not all Federal documents may be kept there. Some may be sent to the central library, subject branches or to the serials division, with the documents division acting as a locator for all documents in the system.

At the time of the establishment of a separate division, some libraries carefully retrieve and reclassify all older documents in the library, others commence with a certain date, reclassifying selected items, and referring users to the older materials in the central library. If further reclassifying is intended, this factor should be considered in planning future space needs.

International documents are the next most popular collection accorded separate treatment, particularly in libraries designated as depositories for intergovernmental organizations.

Most of these organizations generate a large number of working papers, published in the form of mimeographed sheets, difficult to handle elsewhere in the library.

Less apt to be separate are collections of state and foreign documents, probably because of lack of an adequate standardized system of bibliographic control. Fragments of these collections are sometimes kept in the documents division, with sole access to a shelf list by agency.

Because of its success with difficult-to-handle materials, the documents division is sometimes given the responsibility for maintaining non-governmental materials such as maps, microforms and pamphlet collections, for which space must be provided.

LOCATION

Staff members asked about location of the documents division overwhelmingly voted for space within the main library building, an expected result because of the broad coverage and interdisciplinary nature of the documents collections. Almost equally important was a location close to the library's main reference division.

Less important were locations near the public catalog, main entrance or circulation services.

Documents reference and central references services work closely together; their biggest concern is 'losing' a user who must be referred from one area to the other, particularly one

directed to the documents reference area. Most central reference divisions are in prominent, highly visible locations, whereas the space allocated to documents may be remote from the main stream of library activities.

While a side by side location with the main reference services appeared desirable, most documents staff members accepted the fact that a large enough block of space could not be obtained on the same floor of the library without sacrificing important needs such as adequate work areas and space for the collections. Most felt they would be satisfied with an area not more than one floor from the main reference services. A location two levels or more requires good vertical access and good directional signs.

Location near the public card catalog was important only when documents collections were included. Only about one in three felt that a location near the front entrance was important. Least important was proximity to the main circulation desk. Either the documents division was responsible for its own circulation, or the usual location of the circulation near the front entrance was obvious to all.

Documents divisions without separate microform facilities felt that it was important to have this service close by.

Contrary to a popular concept, not all documents areas are located in basements; however, it is evident that some occupy space in the library equally invisible to library users, who may never find out what it is and what it does.

SERVICES

The separate documents division usually undertakes most, if not all, public services pertaining to the collection.

1. Reference services. This is the largest and most significant service; it may include telephone reference services.

2. Circulation. Some documents division were responsible for the total circulation process; others charged out publications, but overdues were handled along with other library overdues. Some relied on central circulation services for routine circulation, but were themselves responsible for charging out reference books, periodicals and other heavily used materials which could not be spared for the normal circulation period.

A different classification system was the principal reason for handling documents circulation within the division, however, most central circulation systems should be able to handle any document with a classification number.

3. Reserve Book Room. Most divisions preferred to send course readings to the library's principal Reserve Reading Room where they can be circulated on an assembly line basis using established routines. The Reserve Reading Room may have superior security or longer hours, and the user can find all readings for a single class in one location.

4. Reserve shelf. Almost all documents divisions had an informal reserve for books not on a reserve list but subject to sudden, unexplained popularity, a state of affairs which often presages the total disappearance of the material in question.

One or two sections of locked shelves are needed immediately behind the reference desk or in an adjacent office.

5. Hold shelves. Students spend hours gathering materials together, and then must leave to attend class, or because the library is about to close. A group of shelves where non-circulating books may be left overnight, or a few days, is a real service to students. The shelves should be open, yet in view of the reference desk, so staff can know what is there, and the material is not allowed to accumulate indefinitely.

6. Interlibrary loan. Most libraries centralize all ILL services; when documents are involved, requests to borrow or lend are usually brought to the documents division for verification and location, while paper work, mailing and follow-up are done by the ILL staff.

7. Computer based reference services. In all libraries visited, this service, if offered, was performed elsewhere in the library, where terminals were located. Documents staff members felt that until volume increases, computer time is more efficiently used by those making frequent use of equipment. When designing new facilities, it would be far-sighted to provide a lockable, soundproof room near the reference desk which could be adapted to this function.

8. Access to Census tapes. Although documents staff are in a position to identify potential census tape users, only one library mentioned this service.

All of the above services do not require much space, however, if offered, it may be necessary to provide space for a desk other than the reference desk, near the entrance to the documents area where a staff member may be stationed to perform services and maintain records.

RECEPTION AREAS

When entering a new library, the user likes to orient himself quickly by glancing around to see the 'keys' of the library. These usually consist of directional information, teaching aids, a card catalog, reference and/or information desk, and the shelves where the principal reference books and bibliographies are located. Some of these keys will be present in the documents division, but the usual subject approach to documents is through the official indexes. There may be no card catalog; the only record of the collection may consist of a shelf list or agency file not located in the public area.

Another important difference is that the staff are usually engaged in both public service and technical processing activities interchangeably.

Finally, there is an immediate, urgent need for instruction to deal with an unfamiliar classification system, a different method of organization of materials, and new access tools.

Documents librarians have expressed a liking for the following features, not necessarily in order of priority.

1. A single prominent entrance where users entering the area will find a welcome at the door. Though building codes may require entrances and exits at other points, the principal entrance allows the documents staff to see most people entering the area and to offer help.

2. Good directional signs, with outline maps to show the principal features within the division, and location charts for the collections.

3. A desk or counter to serve as a focal point for users to find assistance, either to locate a specific document or to explain the organization of the collection and its principal access tools.

4. A small amount of seating, possibly lounge type with accompanying small tables for library users waiting for assistance, appointments, or simply to wait for a classmate.

5. Something for users to look at: new book shelves, display cases, bulletin boards, teaching aids, periodical browsing shelves or any other device which shows what the documents division is and does.

While there was a general agreement on all these needs, there were differences of opinions on specific items.

The choice of a reference desk versus a counter should be decided on local preferences.

In smaller operations, a single reference desk, with a visitor chair next to it, may serve all public service activities. Staff members will take turns being 'on the desk'.

In larger operations, it was found convenient to have a second desk adjacent to the reference desk. This service point was sometimes staffed with student or clerical help trained to offer limited instruction in the use of documents indexes and microform equipment, to retrieve vertical file and closed stack materials, and to handle circulation routines. This second desk was also a convenient place for instructing new staff members.

Objections to the separate reference desk were that staff members did not have time to sit there; when there was a lull in user traffic, they would prefer to work at their own desks rather than risk misplacing items carried to a common desk in a public area. Some disliked having users drape their coats and books over the reference desk, or sitting there when the staff member was away from the desk.

Those who preferred the multipurpose counter pointed out that it puts staff and users at the same eye level, will accommodate several staff members at one time, and has far more and better organized space for the variety of things which must be kept at fingertip distance. A counter may include lockable space for circulation records, cash drawer, keys to microform and other types of equipment, shelves for frequently used books such as the Statistical Abstract, books held for patrons, and miscellaneous supplies, odds and ends. A counter top is an easier height for writing call slips, provides a spacious

surface for displaying visable indexes, and serves as an unmistakable divider between staff and user areas.

Objections were that the counter takes more floor space, and becomes a barrier between librarian and user, particularly when built as part of a wall.

Counter styles observed included both the U-shaped, used mainly for public service activities, and a linear style which served as a divider between public and work areas. The U-shaped counter has a friendlier aspect, since it projects into the room, but the linear counter allows more space for individual work desks behind the counter.

Staff working with documents are eager to call attention to some of the new, attractive, timely and informative publications to be found in the documents area. The reception area is an excellent place to educate the user when space is provided for this purpose.

Quite a few first-time users have only a vague idea of a government document; documents are sometimes confused with unpublished government records, or thought to consist mainly of small information-type pamphlets such as a farmer's bulletin on how to grow wheat.

Some of the methods used in reception areas for publicizing collections were new books shelves, display cases, bulletin boards and current periodical shelves. Teaching aids would also be desirable.

New book shelves were either a free-standing book display unit or wall-mounted shelves from which materials could be picked up and examined. The shelves should be sufficiently

tilted or provided with a wire or other type of holding device for keeping limp pamphlets upright.

A few librarians objected to new book shelves because documents placed there sometimes vanish. Others felt it was worth the risk, and by keeping an inventory of documents on the shelf, could order replacements while still in print.

Display cases, either the glass covered table or upright wall style were considered best for the times necessary to maintain the integrity of an exhibit used to celebrate a special event, make known the availability of old, rare or illustrated documents, or tell a story, for example, how a law is made. A few librarians objected to this type of display unit because the materials included cannot be examined or charged out during the period of the exhibit.

Bulletin boards served as a place for announcing available services, newspaper clippings linked to specific documents or events, posters, and how-to-do-it information such as how to write to a congressman.

A rack for handouts was a tidy way to take care of information sheets which describe collections and specific reference tools, GPO flyers, accession lists and other popular publications available in quantities for free distribution.

Surprisingly few libraries showed any kind of teaching aid specifically for documents. More of these will undoubtedly be developed. If possible, space for two or more 'wet' carrels should be reserved in anticipation of both visual and audio teaching aids.

Periodical display areas served as a very attractive feature calling users' attention to the infinite variety of subjects covered in the documents area. Their location should be visable from the reception areas, but can be located anywhere within the principal reference/reading areas, though preferably in an attractive, well-lighted area with seating nearby.

Since there are thousands of periodicals from the various levels of government, it would be impossible to display more than a representative number, usually limited to titles suitable for browsing or those regularly consulted by users keeping up to date in their fields.

The most commonly used periodical shelves were either the slant-type which show the front covers of periodicals, with space below or behind for the current years issues, or where a more compact arrangement was necessary, flat shelves set close together with only the labels visible to show location of specific titles.

Libraries with large reading areas sometimes kept both back volumes and current issues in the areas, the latter in pamphlet boxes or Princeton files, immediately following bound volumes.

A few libraries still send principal periodicals to the central or branch libraries. At one time, this could be justified on the basis of indexing to contents of government periodicals scattered through a long list of subject indexes.

The publication of the quarterly Index to U.S. Government Periodicals and the extensive analytics to periodicals contained in the American Statistical Index makes it practical and desirable to keep government periodicals in the documents division.

REFERENCE AREAS

The documents reference area is the place where the potential documents user will come to find assistance in identifying and locating materials, and a place to work while using them. The area is sometimes combined with the principal documents reading area; even in the largest operations it is seldom possible to determine where the reference areas end and reading areas begin.

The most frequently performed activities of the staff member stationed there are as follows:

1. Provide directional information.
2. Answer reference questions.
3. Instruct library users how to use the catalogs, indexes and other keys to the documents collections.
4. Verify locations in the documents shelf list or agency file.
5. Retrieve reserve-type materials from the reference office, closed stacks or wherever material is secured.

Less frequently, the staff member will:

1. Teach users how to operate microform equipment.

2. Retrieve closed stack materials such as microfiche, Congressional and legislative bills, reports, specifications, regulations and other material in sheet form.

3. Escort users to open stacks to locate hard-to-find materials.

4. Refer users where to locate document materials not found in the documents section.

The reference area should provide a small amount of seating close to the reference desk where the documents staff member can sit down with the user to design a search strategy.

When space permits, it is desirable to have the reference 'talking' area a little apart from the reading areas. It is impossible for a staff member to perform comfortably when it is necessary to keep voices hushed to avoid disturbing other readers.

The reference talking area must be close to the reference desk so that the librarian can provide continuous help to each user, yet keep aware of other users requiring services. The reference area should also be close to the reference collection, document indexes, shelf list, staff work area, principal document stacks, both open and closed, and user facilities such as study areas, typing areas and document microform user areas.

Special features desired should include space for at least one microform reader for reference purposes and a future computer terminal.

There should be a 48X microfiche reader dedicated to the use of GPO Publications Reference File, a one-step short-cut to a variety of document inquiries. This reader must be kept within an arms length of the Reference desk, preferably at a height suitable for standup use; otherwise its potential for speedy identification of documents in print at the GPO cannot be fully realized. This reader can also be used for union catalogs, serial lists or other reference tools consulted briefly, but should not be made available to users for reading texts which tie up the reader for extended periods. The well-equipped library will also find it convenient to have a second microform reader for using catalogs and indexes on roll film. Examples of these are the shelf list of the Library of the Supt. of Documents (published by the Carrollton Press), DOD's Research in the Sixties and NTIS 1964-67 cumulations. There is also talk of the future availability of a cumulative check-list on microfiche which would merge, by classification number, the entries listed in the Monthly Catalog of U.S. Government Publications.

All microform indexes are referred to more frequently if the appropriate equipment is on the spot, ready for instant use. Convertible models save counter space, but even the simplest conversion is a nuisance and serves as an excuse for avoiding use.

Provision of space for a future computer terminal is desirable. Libraries visited having access to computer-based reference service at present concentrate it in one area

of the library. As this service expands, location of terminals will proliferate. Already there are a number of data bases in the field of government publications, NTIS, ASI and CRECORD, to cite a few examples. It would be far-sighted to provide space and outlets for one or more terminals which documents librarians should be preparing themselves to use efficiently.

The most important charcteristic of a good reference area is compactness. Most documents divisions have small staffs; at some evening or weekend hours there may be only one staff member on duty. At all times, a concentration of the most frequently used features will produce a more efficient reference service.

SPACE FOR REFERENCE COLLECTIONS

All libraries assembled a separate reference collection of official and commercial indexes, catalogs, reference books and guides to government publications. Most provided space for selected current, popular government periodicals as well.

No special pattern emerged as to size, materials included, or the method of organization of the reference collections. Each library visited had a highly personalized concept of a reference collection, and successive division heads commonly accepted patterns of their predecessors.

Some librarians preferred a small collection concentrated in one area limited to the most frequently used reference books.

Others felt more secure with every possible reference tool in sight, including some rarely, if ever, consulted.

Space available for shelving reference materials undoubtedly had some effect on size of collections; empty shelves invite expansion. Libraries endowed with abundant space in the reference/reading areas favored inclusion of complete runs of heavily used titles such as Statutes at Large, the Federal Register, the most recent census publications, Congressional Record, Presidential Papers and other important official publications.

Libraries with closed stacks especially felt the need to keep heavily used serials in the documents reference/reading area to save staff time retrieving them.

A few common elements were observed.

Most libraries had a ready reference collection consisting of directories, statistical compilations and legal codes needed for supplying quick answers to inquiries.

The most prominent position was usually occupied by comprehensive catalogs and indexes such as the Monthly Catalog of U.S. Government Publications, frequently placed on periodical index tables.

With these exceptions, no two libraries had exactly the same organization of reference materials.

One popular method was to organize material in groups by type of collection: Federal, state, foreign, local and international documents. This arrangement has some advantages for the library with several professional librarians, each responsible for assembling the indexes, catalogs and other reference guides to a specific group of publications. It

could also be a shelf-reader's nightmare, because each area tends to become a jumble of official and non-official indexes and catalogs, some of which are unclassified, others with the call numbers of an official classification system such as SuDocs, and some fully cataloged by Library of Congress or whatever system is used in the Central Library. Commercially published indexes typically received full cataloging.

Another method was organization by type of publication: catalogs, indexes, and bibliographies, each group-shelved by classification number.

A third method was to shelve all reference books in one sequence, by classification number, regardless of form and content. This method of organization had the advantage of being easiest to maintain, since the reference shelves could be shelf-read frequently, and missing volumes traced. The flaw is that standard classification systems, including full subject cataloging, do not necessarily bring publications together by expected use.

Because of the individual preferences and variations among libraries, it would be rash to estimate the amount of shelving needed for the documents reference area. One library estimated that a modest collection of government documents and technical report indexes would require approximately 32 s/f sections, and at least two 9-foot double headed index tables. This amount of shelving would be sufficient to accomodate ready reference, basic catalogs, indexes and frequently used bibliographies.

To this should be added approximately 20 s/f sections for selected heavily used reference series such as the daily issues of the Federal Register for a two year period, current issues of the Congressional Record and its indexes, preprints of the latest Census and the Code of Federal Regulations. If the documents staff has other favorites, additional space must be provided.

Provision of shelves for current periodicals would also require additional space, depending on the number of titles displayed and the type of shelving used.

Arrangement of shelving within the reference area also varied. Libraries with open planning do not always have four walls enclosing a particular area as in the traditional library building. These libraries commonly used double-faced shelves interspersed with tables to create small reading areas, or clustered blocks of shelving near reference areas. The cluster arrangement is a step-saver to the documents librarian as compared to a collection stretched around the walls of a large room. If a cluster arrangement is used, ranges should be only three to four sections long, never more than nine to twelve feet from a place to sit.

Regardless of how the shelving is arranged, there are at least two important points to consider for the convenient and efficient use of the collection: aisles wide enough for two-way traffic, and seating close to the bookshelves.

Users need a place to open a book for brief consultation, and at other times space for extended use of the reference materials. For the first, several solutions were observed.

The simplest method was to leave vacant shelves, designated 'reader shelves' at a convenient level, where books can be opened. Unfortunately, as collections grow, the temptation to fill the shelves with books is irresistible. Pull-out reference shelves were another satisfactory solution, if aisles are wide enough to allow smooth traffic flow.

Another solution was to use stand-up catalog consultation tables nearby; an even better one was to alternate standard height shelving with 'reference shelving', a counter-high type which provides a surface for spreading out a volume, yet utilizes shelf space underneath. Typically this type was double-faced, three shelves high. One flaw pointed out was that shelves are not always high enough for large volumes, except by shelving books on their fore-edges. If counter-high shelves are to be used, select styles with adjustable shelves, and allow for a lower storage capacity of the shelves.

Most staff wanted periodical index type tables for some of the most heavily used catalogs and indexes such as the Monthly Catalog of U.S. Government Publications and its cumulative indexes, UNDEX, CIS and ASI.

Several styles were observed. Some had two shelves for books, others only one shelf. Although the double-headed ones theoretically provided more space, shelves were sometimes set too close together to accommodate large volumes shelves upright. Those with a single shelf were better from a visual point of view, because the reference area looked less crowded and broken up.

Stools on casters were sometimes used at index tables to discourage use of the tables for general study.

The principal objective of the reference collection is to provide needed materials; a secondary goal is to keep the materials from straying all over the library. This is best achieved by providing comfortable places to use the materials where they are shelved.

No other recommendations can be made on space for reference collections except to estimate present collections, add desirable titles and allow some space for future growth.

USER FACILITIES

All separate documents division should provide a place where users can sit and work comfortably close to the needed materials. The amount of seating needed will vary according to the institution and its policies concerning use of materials. Libraries with depository agreements must provide for the free use of depository distributions by the general public, at least for on site use. Libraries with closed stacks, or restricted circulation policies need more seating within the documents area.

Not all libraries circulate documents for use outside the library; those with liberal circulation policies find it necessary to restrict certain materials to in-house use. An example is the latest Census of Population, heavily used by those doing research in government, business, economics, geography,

sociology and other subject disciplines. These materials are best used near where they are shelved, to keep them together, ready for immediate use by another researcher.

Seating may be provided in more than one location in the documents area, including the stack areas, but the principal seating area should be close to the reference areas. Most documents staff preferred to have the principal reading area a little apart from reference talking areas, yet close enough for continuous assistance to those who need it. A student working with Congressional materials may need successively one or more indexes, a Congressional bill, Senate or House hearing and report, and a public law.

Seating choices may include tables for four or more, tables for one, individual carrels, assigned or unassigned, locked studies or lounge chairs. When a variety of seating choices are offered, users in documents areas preferred large tables to carrels, because it is easier to spread out several large volumes at once. Some single-place carrels should be provided for those who prefer them, and some lounge furniture may be desirable near the reception or current periodical display area.

A problem with large tables is that one reader may monopolize too much space. One library solved this very ingeniously by using single place carrels with a low rim, not more than 1½" high, in groups of two, four and six. The groups look like tables, but define reader space, so that a reader is less apt to take over the whole table. The low rims allow some overlap when large volumes are being used. This use of

single-place carrels also allowed flexibility in a modular building where pillars must be accommodated.

Chairs with and without arms are used at tables and carrels. Some people prefer those with arms, others, without; a good mix is about half and half. If chairs with arms are selected, be sure they are designed to fit close up to tables. It is also a good idea to select chairs which cannot be tilted on their hind legs.

In the libraries visited, the amount of seating varied widely. One factor which had considerable effect was whether the area was popular for general study as well as to serve document users. When the area was attractive and well-located, there were always a number of other library users present.

While reading space is the greatest need, other user facilities are frequently available, such as typing areas, group studies, all-purpose rooms and rooms for handicapped users.

Typing rooms can be individual or group. They should be soundproof and provided with tables and electric outlets, which are also useful for small calculators.

Group studies are in demand for users working together, but should be fairly small; if occupied by only two people, space is wasted. At least one library had a multi-purpose room adaptable for larger groups when required.

Most libraries visited gave tours and document user instruction to classes on demand. These briefings were usually held in the middle of the documents reading area because no

other suitable space was available. A separate instruction room with blackboard, screen and outlets for audiovisual equipment is considered desirable, but only if located where the space can be used for other purposes when not in demand as a classroom. A few shelves are needed to keep sample copies of indexes used in instruction.

At least one group study should be equipped for handicapped users. A visually handicapped user needs a soundproof space where he can have someone to read to him or to play back a tape recorder. Equipment for magnifying print size can also be kept there.

MICROFORM USER AREAS

This is where users can expect to find government publications in microform along with machines to read, print and duplicate each of the principal microformats. The definition of a government publication is frequently expanded to include government sponsored research.

An increasing number of government publications are being published directly in microform; others, published in small editions or long out of print, can be purchased only in microcopy. High building costs have encouraged some libraries to replace bulky paper copies with the more compact format. In addition, a number of indexes such as the GPO Publications Reference File are published in microform, and for effective use, reading equipment must be immediately available.

For many years, the Library of Congress, National Archives and National Technical Information Service (NTIS) have been actively distributing many titles in microtext editions. Recently the U.S. Government Printing Office received permission from the Joint Committee on Printing to distribute certain categories of publications to depositories in microform. Since most government publications are not copyrighted, commercial publishers can republish in microform without delay almost any title for which there is a market.

With few exceptions, documents librarians interviewed preferred having a microform operation within the documents area. The chief reason given was that many government documents in microtext are parts of large projects keyed to indexes kept in the documents reference area, and required interpretation by a staff member with experience in this specialty. Examples cited included the Readex edition of U.S. Non-depository publications, British Sessional papers, the Congressional Information Service, Inc. statistical and congressional publications and the Carrollton Press Declassified Documents Reference System, all of which are keyed to book indexes. Indexes to government sponsored research are published as documents.

In more than one library, critical indexes such as the American Statistics Index (ASI) and Government Reports Announcements and Index (GRA) were kept in the central microform facility with the film, making it extremely inconvenient for the documents staff to use these indexes as part of their reference service. The indexes are also used to identify and locate paper copies.

Some distinctive titles, such as the Federal Register or Congressional Record can be successfully retrieved elsewhere, but are seldom used alone. The user finds himself shuttling back and forth to another part of the library to consult related references, such as the printed report on a public bill, before being able to proceed with a research problem. The documents staff feel they have lost the opportunity to follow-up the researcher's progress. Some major series with distinctive titles have complex or inadequate indexes which require interpretation. Staff members spoke of making repeated trips to the central microform facility to insure that the user found the wanted material.

Some libraries resolved this problem by splitting the collection, retaining in the documents area the titles keyed to indexes kept there and those with separate or distinctive titles with the central microform collection. Most librarians felt that if some microforms were to be kept in the documents area, they might as well keep all of them.

Those satisfied with having all document microforms elsewhere reasoned that the library was blessed with an extremely competent microform specialist, that the central microform facility was located close to the documents area, or confessed to an unwillingness to take on the care of microform equipment.

A compromise arrangement is sometimes agreed upon, in which the document microtext is kept in the documents area, identified and located for the user, who then takes it to the central microform facility. The main drawback to this solution

is that the material taken by the user to another part of the library may not be returned promptly, if at all.

The requirements for a microform user area within the documents area are the same as for a central microform facility, although it may contain fewer pieces of equipment. This is not necessarily true for all microformats. A Government Documents Library which is a depository for NASA, or receives comprehensive distribution of ERDA, NTIS, CIS and/or ERIC documents, may have the responsibility for at least 95% of the library's microfiche collections.

Essential requirements are a reading area accoustically separated from the documents reference area, yet close enough so that staff may assist users with equipment and location of materials. The area should have reduced lighting, yet be sufficiently bright for taking notes or for staff to service the equipment. Microform storage areas should be close at hand.

Minimum equipment provided should include one or more readers for each of the principal microformats and reader-printers for reproducing paper copies when desired. Reader-printers are usually coin-operated. If not, they must be in lockable areas, if the library plans to cover costs. Libraries with large collections will want to plan for fiche-to-fiche copiers also. For each piece of reading equipment, an individual table of a height for comfortable viewing should be provided. A table two or three inches lower than regular library tables is satisfactory. Some libraries used long tables, with several readers on each table. There are a

number of microform carrels on the market, but care should be used in selection. High sides may provide privacy to the user, but make it very difficult to service the equipment, replace light bulbs, replenish paper supplies, etc. Various devices such as turn tables or depressible surfaces may work well with specific pieces of equipment, but the size and shape of new models vary so much that these devices may be useless.

One solution to maintenance problems was to have individual tables on castors. When it is necessary to service the machines,the whole table can be pulled out.

A number of libraries had portable typewriter tables available for use next to reading equipment. It is not desirable to have typewriters on the same table with reading equipment because vibrations shorten the lamp life of the equipment. One solution was to have small tables on wheels, which fit under microform tables, and can be pulled out when needed.

The microform user does not have the same flexibility of position as one reading a book. A posture chair on wheels allows some change of position, improving the comfort of the user.

The microform reading area should also include a lockable cabinet for various kinds of paper, fluids, spare lens, lamps, reels, boxes, splicing tape, and other supplies needed. There should be provision for safeguarding collections from coin boxes, possibly in another area of the division.

In the libraries visited, most documents microform units were contrived rather than designed for the function. Some were located too far from staff areas, the microform readers were placed on ordinary carrels or tables, and their locations determined by the presence of electric outlets. It was not always possible to reduce lighting in the microform reading areas.

Some libraries stored microform equipment in offices to be brought out and set up on demand, a policy which deterred their use.

MICROFORM STORAGE AREAS

Government documents microforms should be stored close to reference/reading areas where they can be quickly retrieved by the user, or if kept in closed stacks, by documents staff.

In all libraries visited which provided separate facilities for documents microforms, both shelves and cabinets were used for storage. Microprint and some microfiche were usually stored on shelves in the boxes provided by their publishers, though at least one library is known to have adapted vertical files to merge open series such as the Readex edition of United Nations documents.

Roll film was stored in both cabinets and on regular book shelves. When the latter were used, storage capacity was sometimes increased by boxes holding six or more cartons of film which utilize the full depth of shelves. Although

cabinets are more dustfree, they are much more expensive, and shifting cartons of roll film from drawer to drawer to accommodate growth is awkward. Boxes are a convenient, inexpensive solution if empty shelves are available, particularly those which can be set close together, 11-14 shelves per section. Open-top boxes were more popular than the type which had to be unfolded to insert film. Some libraries with two-piece boxes did not use the lids, because it is much faster to replace film in an open-top box, or to locate a misplaced carton of film.

Another solution was to place microfilm on shelves next to paper copies in boxes designed for this purpose. This is effective when a library has acquired or replaced parts of a series with film because it alerts the browser to complete holdings.

With the exception of those received in plastic boxes supplied by their publishers, microfiche were most frequently stored in cabinets with drawers on rollers, because microfiche stored in large cartons are heavy to handle. Microfiche not in plastic boxes need protection from dust and light.

Librarians were divided on the question of open or closed storage for microforms. Users find it convenient to help themselves, particularly if the microform area is not staffed all the hours the library is open. The usual procedure of libraries following this policy is to have a return basket on top of the file, with the hope that users will return the film to the designated spot. Some librarians prefer that all microforms, particularly those in sheet form, be kept in a

protected location, because of the difficulty of finding a misplaced microfiche or microprint. At present microforms are fairly safe from theft because few users have their own reading equipment. This situation may change in the future as inexpensive personal portable readers become more widely available.

Storage areas should have a temperature no more than 70° and a humidity level between 40 to 60%, and should be protected from excessive sunlight and dust.

Both documents staff and library administrators raised the question of the impact of the Government Printing Office microform program on depository libraries. The administrators are not unnaturally concerned with the amount of space required to accommodate the immense amount of government publication.

There will undoubtedly be heavier use of film in the future, but it will not happen quickly, and it would be unwise to bank on it when estimating future space requirements for the documents collections. The GPO distributions will not include retrospective materials. The program will begin with Federal publications not printed at the GPO, few of which were previously distributed to depository libraries.

Some titles now issued by the GPO in paper may eventually be issued in microformat, if the agencies which publish them request it, but not all titles are suited to conversion. Publications which contain large folding maps, many illustrations, color, or loose-leaf publications which require frequent up-dating, are unlikely candidates for micropublishing.

The only immediate relief to space problems is by committing sizable blocks of funds for replacing paper copies with microforms purchased from commercial publishers.

In anticipation of greater use of film in the future, all present planning of new or remodeled space should take into consideration the structural strength needed to support large groups of microform cabinets which is substantially greater than floorloads for books.

STACK AREAS

The government documents collections in the library require a vast amount of space whether or not documents are integrated or in a separate collection. If the collection is to be kept in one location, planning for the documents stacks should be considered at the earliest stage before all sizable blocks of space have been allocated.

Factors to be considered are size of collection, location of the document user areas, whether the stacks are to be open, closed, or partially closed, need for seating within the stack areas, amenities to be provided, configuration of the stacks, and the type of shelving best suited to a collection with an unusual amount of unbound material.

Most libraries visited were fairly well satisfied with their stack areas, although all expressed concern for future growth space. Other problems specified were stack areas remote from public and work space, stacks in more than one location, on more than one level or difficult for users to find.

Size of collection.

Space requirements vary considerably because of collection policies and disposition of documents received. The first is determined by whether or not the library is a Federal depository, and if so, whether it is a selective or regional depository, whether the collection is to be limited to Federal documents or if it will also include state, foreign, local documents or those of intergovernmental organizations such as the United Nations. Acquisition and retention of more than one copy will swell total requirements. Some documents areas must allow space for other collections, such as maps or microforms, not necessarily of government origin. Other variations result from treatment of documents. Some documents divisions retain only current materials, and those particularly associated with a government documents collection, such as Congressional publications, while other documents are distributed to branches or housed in the main library stacks when bound.

The best way to estimate the growth of a document collection is to measure linear feet or meters of documents received each day. The cumulative total becomes a sound basis for planning. It is unfortunate that few libraries have maintained statistics of this kind, because piece counts are not reliable. There are too many differences in counting methods.

Once present holdings are computed, several things should be kept in mind to insure sufficient stack space.

1. A shelf 5/6 full is considered full for practical

purposes, that is, to avoid excessive shifting of materials in maintaining collections.

2. Documents have an unusual proportion of oversize material, 11" high or more. A good thumb rule is that when using a standard 7½" high section with a base and top, if two shelves contain oversize material you will lose one shelf. A good illustration is space needed to shelve the Congressional serial set. If all volumes are shelved consecutively in an upright position, you will be able to use only six shelves of books per section.

A good rule is to estimate 15% more linear feet of shelving for documents than for regular library materials.

3. Additional shelving is needed to accomodate growth. Needs will vary depending on collection policies as described above. A medium size research library may easily acquire 600 linear feet of new materials each year, and the larger ones may double that figure.

4. Libraries which bind extensively, or make substantial use of pamphlet boxes and divider shelving within their stacks will need to adjust space requirements upward to allow for the additional space consumed.

5. Planners are reminded that depository libraries cannot weed collections freely to relieve crowded shelves. Depositories for U.S. government publications must retain distributions at least five years before requesting permission to withdraw.

Stack locations.

Stacks should be located next to the government documents reference/reading areas and the documents work room, preferably on the same level.

This is particularly important for government publications because if the stacks are closed, materials must be paged, or if open, staff must frequently accompany users to the stacks to locate publications organized by an unfamiliar classification system, or to help them use specialized indexes, for example, the indexes to the British Parliamentary Debates. Staff members feel this service is very important.

If it is not possible to have all documents on one level, contiguous levels with good vertical access by elevator and stairs at convenient intervals are the next best choice, so that documents staff members are away from service points as briefly as possible.

Staff members working on the processing of documents must also go to the stacks frequently to make corrections to classification numbers as directed by the GPO, retrieve loose-leaf manuals for insertion of new pages, and to withdraw superceded publications.

No one liked remote storage even though accessible on a daily basis. Documents are source materials, and at any time there can be calls for publications of every agency, regardless of age. Users of source materials are not satisfied with the substitution of other materials. To store materials of less significance, such as pamphlet size monographs, involves

massive record changing to designate locations. Depository library standards specify that depository distributions be accessible for use.

3. Open or closed stacks

There are vigorous supporters to both points view. Those in favor of open stacks run two to one.

Every staff member confronted with the disorder created by some users, or the unexplained disappearance of library materials, may occasionally think longingly of closed stacks. Before committing the library to closed stacks, planners should answer certain questions. Can the library afford paging services during all hours the library is open? If the library has extended hours with minimal staffing, for example 10-12 in the evening, would it be satisfactory to have the documents collections inaccessible during these hours? Can a 'no admittance' policy for users be strictly maintained, for example, to graduate students with stack permits? How will the library provide for use of long sets, for example, a patent search involving many volumes of the Official Gazette of the Patent Office? Do all documents require protection, or just a few?

Supporters of closed stacks feel that it is easier to maintain collections in good order when access to the shelves is limited, particularly when publications are organized alphabetically by agency rather than by a classification number, or when pamphlet boxes are used extensively. They point out that in a closed stack, with less traffic, the ranges may be longer and aisles narrower, providing more space for books.

About two-thirds of documents staff members contacted prefer open stacks for most materials, and a small closed area for some classes of materials. Most frequently expressed reasons for open stacks were the ability for users to browse and reduction in staff time needed for paging duties.

Libraries predominantly open stacks usually wanted some stack space inaccessible to the public, the amount according to the materials to be kept there. Examples cited were rare, expensive, and irreplaceable books, looseleaf compilations, collections in sheet form, such as United Nations or OAS working papers, unclassified materials such as Congressional bills, undersized pieces easily lost on open shelves, items subject to theft, gift collections waiting to be sorted, duplicates awaiting disposal, sloppy collections, or any other material difficult to handle on open shelves.

The closed area should include both shelving and space for vertical files. It should be next to both public and processing areas for convenient paging and surveillance, accessible to staff members without the necessity of unlocking or relocking doors. The same area can serve as an overflow area for materials from staff work areas, and sometimes microform storage.

Seating in stack areas

Not only is seating in stack areas a convenience to users, it provides some protection to both people and collections. Both staff members and users commented on the eerie

feeling they get when required to go to a remote, deserted area of the documents stacks to retrieve materials. Liberal provision for seating in the stacks generates sufficient traffic to overcome the feeling. Most users with a book in their hands head for the nearest place to sit, either to use for an extended period or to examine briefly before borrowing for outside use. This helps to keep the collections from becoming dispersed throughout the library.

An outer wall of the stack area, with windows, makes an attractive user area. Carrels should be placed at right angles to the wall, all facing in one direction. Users prefer having aisle traffic next to them, rather than in the rear. This also prevents collisions in the aisle when a chair is pushed away from the carrel.

Carrels observed were both free standing and supported on stack uprights. The former is more flexible, but the latter provides more storage because more than one shelf can be hung above the work space. Extra wide carrels are preferred. Carrels were both assigned and unassigned. When carrels were unassigned, some libraries provided locked boxes where students could leave materials safely for later use.

Stack amenities

In addition to user seating, there are a number of features which contribute to the easy maintenance and comfort of stack areas.

1. Reshelving assembly area

It is necessary to have one principal collection point

where all materials used in or out of the library, or newly received, are assembled prior to shelving. It will be the first place to look for materials not on the shelf, and for which there is no circulation or binding record. It is also the place where shelvers will sort and organize materials for shelving. Four sections of standard shelving should be sufficient for normal use and allow for some backlog during student vacations. There should also be space for at least two booktrucks. Shelvers should have sufficient floor space to load book trucks without obstructing traffic.

If there is more than one level of stacks, there should be secondary collection points on each level for materials to be reshelved on that level.

A good place for the assembly area is at the entrance to the stacks nearest to the reference/reading areas. If stacks are located on more than one level, this is also a good location for a booklift or elevator.

2. Return shelves throughout the stacks

Mis-shelved books are a serious problem in the documents stacks because as much as half of the collection may be of pamphlet size, and classification numbers are not visible without removing materials from the shelves. Sheer volume of the collection may preclude frequent shelf-reading of all but the most heavily used areas.

Brightly painted return shelves throughout the stacks reduce the number of mis-shelved books, since browsers will use them instead of attempting to reshelve books. At least one

return shelf per range is recommended. Return shelves should be located next to aisles to make easy collection and return of materials to the assembly area. Staff members also find return shelves a convenient place to stack out-of-place books when there isn't time to replace them immediately.

3. When there is no place to sit, pull-out shelves may be the only solution for examining materials within the stacks. They are expensive, take up space, and if not flush with the bookshelves can be an annoyance to people walking between the rows. Models designed to fit flush with the bookshelves are sometimes too narrow to support large volumes such as the Congressional Record.

4. Directional guides

Conspicious bulletin boards and signs at strategic points throughout the stacks are very helpful for guiding users to the various collections.

5. Range markers

Each range should have labels at both ends showing inclusive contents. Those which project into the aisles are the easiest to see for orienting the user.

6. Miscellaneous amenities

In-house telephones to remote areas and additional stack levels, drinking fountains and electric outlets for attaching vacuum cleaners are among miscellaneous features found in well designed stack areas.

Stack configuration

All document staff members appreciate rectangular or oblong blocks of stacks, preferably on one level.

Not all users are familiar with classifications systems such as the Superintendent of Documents; stacks which wind around walls and corners make it even more difficult for staff members as well as users to follow the sequence of numbers. It is easier to find and help users when there are long, straight aisles through stack areas. In the libraries visited, there was considerable variation in aisle width, length of ranges and height of shelving. In an open stack collection, ranges are commonly installed on 4½' centers, measured from center post to center post. This leaves an aisle approximately 33" between rows depending on shelf width, sufficient for people to edge past each other, to angle a book truck for easier shelving or shifting of materials, and to permit a small wheel chair to pass through the aisle without difficulty. Narrower aisles are difficult to work in, a point to consider in both open and closed stacks, because documents require constant shifting whenever a new government bureau is created, or an old one ceases to exist.

Ranges no more than 6 to 7 sections long, with aisles at both ends, ease traffic flow. Main aisles used as arteries should be wide enough for two-way traffic, at least 4 or 5 feet wide.

No one liked dead-end aisles, because a sequence of classification numbers can be shelved in one direction only, to avoid interruptions in the sequence.

Bookshelves should be no more than 7½' high for comfortable use of materials without the need for stools. This height should accommodate seven shelves of books of average size and six shelves for documents. When ceiling heights permit, it is tempting to install extra high shelving. Unfortunately, this slows down shelving, because classification numbers of thin pamphlets are not visible. Stools are hazardous, and can never be found when wanted.

Stack layouts should be planned with handicapped user standards in mind.

Shelving

Library equipment manufacturers offer a bewildering array of shelving and book supports.

The administrator of a documents collection is faced with the problem of maintaining a collection of which about half consist of thin, limp pamphlets interspersed with very large, thick, bound volumes. Most libraries are so pressed for space that the documents staff would settle for almost any kind of shelving, even pine boards. Some opinions on specific types were expressed.

1. Divider shelving

Shelving with slots at one inch intervals work very well with certain types of material, but are expensive and unnecessary in all parts of the collection. If used only in selected areas, shelves must be changed whenever collections are shifted. If regular shelves are used interchangeably in the same section,

with divider,shelves they require special book supports because the underneath part of a divider shelf is not designed to hold a wire book support. Space may be wasted because areas of growth cannot be pinpointed. Divider shelves are not as neat as one would expect; the materials on them cannot be shifted easily. Some librarians who have used them complained about the damage to books caused by jamming them into the dividers which are not easy to see.

2. Extra-wide shelving

When shelving wider than the standard 8" was used, 10" was most popular. There are parts of a document collection where the 10" width seems appropriate; however, given the mixed nature of documents, ranging from relatively small volumes of congressional hearings to large, heavy volumes of the Congressional Record, there are distinct advantages to using the narrower size throughout the stacks. Only the one size need be stock-piled. The 8" are lighter weight to handle, yet strong enough to do the job, even when library materials extend over the edge. From an aesthetic viewpoint, use of one size looks better, and it may be necessary to use only one style of book support as well.

A small amount of folio shelving is acceptable, because extra-wide shelving for this purpose is usually located in one special area. Some libraries have shelved oversize volumes on standard, double-faced shelving, using the full width, but this can be a problem if the range is supported by wire braces.

My personal experience with a variety of shelving has convinced me that the type of book support used is more important than the type or width of the shelving.

Neither wire nor free-standing book supports work well with limp, slippery documents. The most successful type I've used was a support inserted into a groove which extended the full length of a three-foot shelf. The support held materials firmly, without sliding; the taller size prevents materials from curling over the end of the support.

End panels on each range improve the appearance of documents stacks, because thin, limp documents have a tendency to flop over or slide under book supports designed with thick, hard-cover books in mind.

Pamphlet Boxes

Several libraries visited used pamphlet boxes, both open and closed types, for the greater part of their collections. This undoubtedly resulted in a neater looking collection, labels were visible and the boxes provided greater protection to fragile materials.

Others objected to boxes for all but a small part of their collections. Reasons expressed were:

1. Pamphlet boxes are expensive.
2. Assembling and labeling them takes extra staff time.
3. Storage for empty boxes requires considerable space.
4. A box itself uses shelf space; growth space within the box is waste space until used.
5. People return material to the box, but are not always careful to maintain order within the box.

6. Shelving materials in boxes takes longer.

7. Publications in closed boxes can't be recognized by appearance.

8. It is difficult to locate misfiled materials.

Non-Conventional Storage

None of the libraries visited used non-conventional shelving such as mechanized storage, tracked shelving, pull out drawer or hinged type.

STAFF WORK AREAS

Unlike branch libraries, the government documents division may undertake most if not all processing functions along with the usual responsibilities of a user oriented operation.

Because of the dual nature of their activities, all staff members working in the division need a place apart from public areas where they can accomplish a variety of tasks with a minimum of interruptions, have a reasonably secure place to leave materials in process, shelves for professional tools, and hold shelves for the backlog of work to be done. In the libraries visited the biggest complaints about present quarters were lack of space for materials and an increased error rate because of interruptions.

Since reference activities may vary with the hour of day or time of year, most staff members prefer to have their work desks close to public areas so that when user traffic is light it is possible to work at other tasks, yet keep an eye on the reference desk. An open door or glass partition in a strategic location will serve for this purpose.

In large libraries where document reference desks are staffed continuously, it is still very desirable to have work areas adjacent to public areas to provide back-up service at rush hours, and to be near reference tools which suport processing activities.

Work areas should also be accessible to closed stack areas without going through public areas.

Libraries visited represented all possible variations of staff work areas. The least desirable were those with work desks actually in the public areas. Their occupants lived in a goldfish bowl, with no privacy, never completely free from interruptions, and with no protection for the material on which they were working, often as not stored on desk tops because there were no storage shelves nearby.

The opposite extreme, too many small cubicles, also had drawbacks, one important one being that their occupants tended to become isolated in their specialities. Communication sometimes became a problem, and the team spirit impaired.

The most desirable arrangement seemed to be a single large work area, spacious enough that desks were not too close together, yet where all occupants could be seen.

In this type of arrangement, desks are partially separated by shelves and filing cabinets to achieve some privacy. The single room arrangement is also more flexible when there are reorganizations in work flow or size of staff.

A typical staffing pattern for a documents division employing more than one professional is to assign each one a

particular speciality, such as international documents. In libraries where this has been done, files, card files and some reference tools in that specialty were sometimes grouped around the desk of the specialist. In actual practice, every person working at the documents reference desk must be able to provide service for all types of documents, or to assist with processing activities when the specialist is absent. With this circumstance in mind, some libraries clustered all files, checking records and professional tools in one central area.

There was some difference of opinion as to whether professionals and support staff members should occupy separate areas of the room. The most frequent arrangement seemed to be that both professional and support staff members were seated together, either by specialty or by flow of work in which Federal, state, foreign and international documents were treated by a single process. A common complaint was that work space was too crowded, with insufficient room for booktrucks and other necessities.

Activities in staff work areas fall into two major categories, those related to the receipt and preparation of documents for use, and those concerned with collection building and reader services.

The first group included the following professional and support staff activities:

1. Sorting and unwrapping mail, including the opening of large boxes and crates.

2. Checking invoices and shipping lists.

3. Transcribing classification numbers from shipping lists to publications.

4. Sorting newly received materials into categories for processing: new titles, current serials, shelf-listing, and unclassified materials such as Congressional and legislative bills which require filing only.

5. Recording new receipts.

6. Typing cards for new titles.

7. Labeling cloth-bound books by a mechanical device such as a Sel-Lin labeler.

8. Adding property marks, theft-detection strips, date due slips, and sometimes circulation book-cards for circulation purposes.

9. Assembling pamphlet boxes.

10. Binding preparation.

11. Cataloging new titles.

12. Searching for classification numbers for non-depository publications.

Activities in the second category usually performed away from the Reference Desk may include the following:

1. Circulation related activities such as the preparation of overdue notices.

2. Reserve book preparation.

3. Interlibrary loan.

4. Checking publishers catalogs and duplicate lists to ascertain holdings and recommend titles for acquisition.

5. Typing purchase requests, reports, request letters, acknowledgements, claims and all other correspondence.

6. Verifying receipt of publications before bill payment.

7. Consultation with visitors, including faculty who want to arrange for book purchases or library instruction to their classes.

Larger libraries may prefer to divide a large work area with a glass partition to reduce the noise and distraction resulting from a greater volume of traffic, while retaining the benefits of the single area.

Libraries with ample funds may want to include space for key punching equipment used for preparing book cards or catalogs, and a computer terminal for cataloging, bookkeeping, time-keeping, serial records and other uses. Since the GPO's commitment to input its cataloging copy into the OCLC system, libraries which fully catalog a large proportion of their documents may find it practical to dedicate one terminal for use by the documents division.

Among the libraries visited, none had a computer terminal within the documents division. At least one other library is known to have a terminal, but it is presently used only for a limited, internal function. There is no question that computers will take a large place in document activity. For Federal documents, at least, a widely used, precise classification system has provided a common language for interlibrary communication.

Space allotted for individual work stations varied considerably. Basic needs are space for a desk and chair, filing cabinet, individual typing space, room for a book truck, one or more sections of shelving for materials in process, and if the staff member receives visitors as part of the job responsibilities, a side chair. Approximately 110 square feet is an adequate work station for a full time staff member. Depending on organization of work and location of checking records, additional space may be needed. If the staff member supervises one or more hourly employees, a work table or desk nearby is necessary. Part-time empolyees are sometimes overlooked in estimating the number of work stations necessary.

In estimating size of proposed work areas, space for aisles, storage shelves, checking records and all other facilities used in common should be added to space needed for individual work stations. Good traffic patterns speed up the flow of work. Aisles should be straight as possible; five feet in width for main aisles, three feet for others.

General needs of the staff work areas may include the following:

1. A large table or counter for sorting and opening mail.

2. Large bin for disposal of boxes and wrappings.

3. Shelves for book holding operations or for materials to be sent elsewhere.

4. Vertical files, Kardex or other checking records

used by all staff, including some work space for using the file with seating available.

5. Space for book trucks.

6. Supply cabinet.

7. Labeling equipment.

8. Miscellaneous office needs such as paper cutters, pamphlet binding equipment, pencil sharpener, cones of string or rolls of wrapping paper.

9. Shelves for an office reference collection: cataloging tools, foreign language dictionaries, an extra set of the Monthly Catalog to save endless steps to the reference area.

10. Staff bulletin board for library notices.

11. Electric outlets everywhere for typewriters, electric erasers and other office equipment.

12. Telephone outlets.

In addition to shelves needed for current work flow, there should be a sizable area for low priority materials to be held a longer period of time, for example, a large gift collection waiting to be sorted or duplicates waiting disposal. This area can be combined with a closed stack area, but should be close enough to the staff work area room so that they will not be forgotten. Preferably it can be entered from the work area without unlocking a door.

Personal needs are satisfied by coat closets or racks for both full-time and hourly staff, and lockers and/or shelves for personal belongings including dripping umbrellas and overshoes. Drinking fountains, sink and staff toilets within

reasonable distance save staff time. A few libraries had a coffee service set up in a corner of the staff room; however, some libraries preferred to have staff go to a central room to have a break away from work desks, mix with staff members from other parts of the library, and to avoid fire hazards of unattended coffee pots.

Modern lighting and decorating can do much for staff morale, but almost every librarian interviewed pleaded for a window. Those who already had them were willing to sacrifice some convenience to be able to look at the weather or refresh their eyes with a beautiful view.

HEAD'S OFFICE

Most of those in charge of large documents operations felt the need for a private, reasonably soundproof office with a door which can be closed. Some of the reasons expressed were:

1. Privacy for interviews with prospective staff members.
2. Privacy to discuss staff ratings and personnel problems.
3. Ability to consult with faculty on book purchases or library tours, and to discuss internal problems with other department heads without the distraction of typewriters, telephone conversations and the normal activity of reference and technical services.
4. A place to receive visiting librarians, and publisher's representatives with a minimum of disruption to departmental routines.

5. A quiet place to concentrate on report preparation or correspondence.

6. Privacy and quiet to make and receive long distance telephone calls.

7. A place for use outside of regular working hours to work on professional activities such as committee assignments and the writing of articles and book reviews without being drawn into daily library routines.

These reasons, of course, touch upon only a few of the usual activities of the head of a documents division, but they require some seclusion. Several of the librarians interviewed spoke of taking home library correspondence to be answered in a less distracting atmosphere. Others admitted the need to find a hideout, such as a lockable carrel when it was necessary to meet an urgent deadline.

Nevertheless, almost every documents librarian wanted to be close to the center of action. Very few documents divisions are so well staffed that complete responsibility for public services or technical services can be delegated. The head must be stationed in a position of almost constant readiness to teach less experienced staff, advise on technical problems related to the preparation and organization of the collections, undertake difficult reference questions, provide backup assistance to other reference staff during rush periods, and to interpret policy such as circulation of reference books for a limited time.

When the Head's office is too far from the center of activity, the Head loses touch with what is happening in the division; the position of power is lost.

When the Head's office is too close to the entrance, its location practically insures that the Head will spend an inordinate amount of time answering directional and circulation questions easily handled at a support staff level, while particular responsibilities such as book selection are neglected.

A livable compromise is that Head's office should be located where the Head can be seen and consulted by members of the documents staff, close enough to the entrance that visitors can arrive and depart without traversing work areas, with some view of public areas, yet capable of being screened from public view when the occasion demands it.

In a smaller operation, before deciding on a separate Head's Office, it may be well to ask the question: What proportion of the Head's time will actually be spent there? When there are only a few staff members, the Head may prefer to share an office with them and require no more separation than afforded by a few book shelves and files.

The size of the Head's Office is usually determined by the building budget, space available, and in some cases, by the institution's policy for allocating space by employee's rank.

An office of approximately 150 sq. ft. should be sufficient for a desk and small work table, with chairs, one or two vertical files, two occasional chairs for visitors, a book truck and several sections of wall shelves.

RECORDS

All libraries visited kept some type of record of holdings which included classification numbers and other information for locating the publications, whether in the documents area or elsewhere in the library. The number and types of records varied considerably, and there was also a difference of opinion as to whether part or all of the records should be located in public areas, or in work areas accessible only to staff members.

In libraries where Federal documents are organized by the Superintendent of Documents classification, the most commonly used record was the numerical shelflist. Since depository shipments are accompanied by a shipping list containing classification numbers, this is the quickest, most precise method of recording publications or verifying the location of documents cited with classification numbers in the Monthly Catalog of U.S. Government Publications, the GPO Publications Reference File and other official or commercially published indexes such as CIS or ASI. The numerical file can also serve as a clearinghouse file showing disposition of documents sent to be fully cataloged or to other areas of the library.

Another commonly used record of holdings was the so-called agency file, organized by the divisions of government which issue publications. This type of file has its supporters because it is more nearly like a main entry file with which people are familiar. This was the most popular file for non-Federal publications organized by an alphabetical scheme.

Libraries employing either type of file sometimes maintained a compact supplementary file for checking in current periodicals and serials. This could be either a Kardex or a card file.

Other files used included title files, subject files, information files (a rather informal catchword subject file), personal author file or some combination of the above. Libraries where documents are classified by L.C. or Dewey systems usually received at least a main entry card for publications listed in the library's public card catalog.

Most libraries had several other files for binding, books on order, or Sudocs item cards, but these were kept in workrooms and did not require a significant amount of space.

Since the shelf list or agency file is the most complete record of holdings, it is used constantly by staff members for entering new receipts and for verification of locations.

The shelf list should be located close to both work and public areas. Those who liked the files in public areas pointed out that card catalogs are a familiar tool and act as a magnet to attract potential users to service points where they can be helped.

Others preferred a more protected area, since the file may be the sole record of the library's document holdings, and vulnerable to abuse by library users. Keeping the files in staff work areas may add more steps for staff working with the public, and will increase traffic in staff work areas.

A good compromise is a separate room between public and work areas where files may be used by the public with close supervision.

Wherever the files are kept, there must be some space for staff to work in their vicinity. Since added volumes are usually recorded directly in the files, and cards replaced immediately, there should be sufficient space for one or more staff members to work at the file. This space should include a table near the file on which to set the catalog tray while additions are made, and the pile of documents to be recorded.

Most libraries used standard card catalog cases, which provide the greatest amount of space for records in a compact area. Kardex files were occasionally used for checking in current serials, with dummy cards in the regular shelf list, however this type of file is not suited to shelf list order, because of space required. In the typical documents collection, both numerical and agency shelflists include serials and monographs in a single sequence.

CONCLUSION

There are many elements which contribute to the effectiveness, comfort and convenience of the separate documents division. During my travels it became increasingly evident that planning space for this large, intricate and often misunderstood part of a library is not a simple undertaking. The present status in documents organization and administration is one of rapid development. Lucky is the library designed on modular principles where space can be re-ordered to accommodate expected changes.

In the meantime most crucial needs are:

1. An easy-to-find location.
2. A concentration of staff resources.
3. Compact reference and user facilities.
4. Microform facilities and storage within the documents area.
5. Large stack areas near public and work areas.
6. Facilities and amenities equal to those in other public areas of the library.